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## Loansome Doc for the Consumer: Year One

By Eris Weaver, MLIS, AHIP

Redwood Health Library, Petaluma, CA

*This article is based on a paper Eris presented at the Joint Meeting of  
MLGSCA & NCNMLG, January 31, 2002*

In September 2000, the Redwood Health Library began offering Loansome Doc to the general public. I share our experience in hopes that more consumer and patient libraries will be inspired to do so. None of the fears that I had about opening up such a service were realized, and the experience has been a positive one.

The purpose of the Redwood Health Library (RHL) is to "empower Petaluma residents to take charge of their health by providing access to high-quality, accurate medical information." When we began to offer Loansome Doc, we decided that "access" meant setting up the program with as few barriers as possible.

For our users, creating a Loansome Doc account is entirely self-serve; our LIBID is listed on our Website (<http://www.phcd.org/ld.html>) and no application form or other contact directly with RHL is necessary to create an account. At this time we are not restricting users based on geographic location; they don't have to live within our service area. To simplify billing and paperwork, we charge a flat fee (\$8 per article for RHL members, \$12 for nonmembers). We accept checks only and provide delivery by mail only.

In short order we went from an average of 50-60 document requests per YEAR to 50-60 per MONTH. We feared that it might continue to climb to an unmanageable level, but the number of requests leveled off and has remained stable now for over six months. Since our collection is very small, most requests get referred on; in most cases, the documents are sent directly from the lending library to the patron.

The workload is very manageable: about fifteen minutes per day for receipting and transferring requests; one hour or so per week of billing; and another hour for handling invoices, tracking any problems, etc. The service is breaking even and even bringing in a small amount over our expenses, depending on how we calculate the costs. In over a year of service, we have only had ONE person skip out on payment!

One concern that others have expressed revolve around copyright issues. Over the past year, we have had only nine articles from three journals go over the "5 in 5" rule; paying online through the Copyright Clearance Center is simple and easy.

Occasionally we have had phone calls from corporate types, attracted by our bargain price but wanting corporate-level service. We cheerfully refer them

elsewhere. We did a survey in April of 2001 to find out who our Loansome Doc users are and why they are seeking the information. Many are folks researching an illness or treatment for themselves or a family member. Others are seeking information for work-related purposes -- journalists, paralegals, dentists, emergency service providers; what they have in common is that they are either self-employed or work in an organization so small that it has no library services.

We are proud to provide access to medical information to folks who would otherwise just go without. The great community goodwill that this service engenders makes up for the slight increase in workload. I encourage all libraries offering consumer services to try it!

*[Editor's Note: Kudos to Eris for her commitment to service! If you would like to compare notes with Eris regarding Loansome Doc in your library, you may contact her at 707-778-9114 or [erisw@phcd.org](mailto:erisw@phcd.org).]*

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## The Quick Guide to Electronic Delivery: From Paper to PDF

By Sylvia Merino, MBA, MPH  
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Have you ever wished you had the right equipment on your desktop to turn a paper article into electronic format? There are several distinct advantages to emailing interlibrary loan articles in electronic format. Emailing the article as an attachment will save time and expense in stapling, stuffing paper into an envelope, addressing the envelope, putting the envelope in the outgoing mail – and all this just from the sending end.

There's the old standby, the fax machine, one of our first methods for turning paper into a digital transmission. Don't knock the fax, it's probably easier to operate a fax machine than a computer and scanner. But everyone seems to have an Internet connected computer in front of him or her these days, and it's only natural to think of sending some sort of email attachment instead of faxing. PDF, Portable Document Format, is a commonly used format for electronic documents, and a first choice for electronic delivery.

Should you consider sending some of your articles as scanned PDF email attachments? I think you should base that decision on whether your clients will feel that they are receiving better service with a PDF. Do your clients have strong requirements for speedy delivery? Do all your clients have easy access to email? Do they have severe email attachment size limits that would preclude sending large PDF files? The most important fact for you to remember about scanning PDF files is this: going from paper to PDF entails creating an image of the pages. Images are always bigger files than word processing documents, like a Word document. That's because each and every one of the numerous pixels that comprise an image needs to be "described" or coded whereas only a small number of characters on a page needs to be "described" in a document. You can scan in paper articles that are mostly text or text with line-art graphics (tables, line graphs) and keep the PDF file size relatively small. But you will probably never be satisfied with the results you obtain scanning in paper articles that are text mixed with many photographic images (gray-scale or color photos). If you scan these properly so that the images are recognizable, the PDF files will be too large, especially if there are more than a handful of pages to the article.

Having said that, if your clients really need their articles delivered yesterday and they only need the text to be readable, you have the ideal situation for creating a PDF. PDF is an ideal format for document sharing because of the freely available Adobe Acrobat Reader. Because the Reader is available at no charge, anyone can (theoretically) read a PDF document. And, if you buy Adobe Acrobat for ILL you may find other uses too – since you will be able to create PDF files from the Word, Excel, PowerPoint, Photoshop and other documents that you create in your daily work. You can even use Adobe Acrobat to capture entire web sites to PDF with working hyperlinks. This could be very handy for archiving web information for research or off-line demonstration.

So, just what do you need to make your own PDF? Basically, just three things:

- 1) a computer
- 2) a flatbed scanner
- 3) the Adobe Acrobat software for making (not just reading) PDF files

We will assume that you already have an adequate computer at your workplace. For the other two items, you most likely will have to contact your institution's IT department for their help in selecting and purchasing new equipment and software for your workplace. This is always a good practice. Your IT department should know if your institution has any preferential licensing agreements in place for certain software and hardware. And there are always important technical criteria to consider in the selection process which your IT department should walk you through. Here are some points to consider:

### **Scanners**

- **Quality** – You will need a high quality scanner if you intend to scan photographic images, which require a higher bit capability to capture high-resolution images and vibrant colors. But for plain everyday scanning, which is mainly text mixed with some graphics, you will be okay with a cheaper scanner in the \$70 to \$200 range.
- **Features** – You may want to purchase a scanner that comes with a document feeder if you anticipate doing a lot of batch scanning of loose papers.
- **Connection** – Do you go with USB versus Parallel? This depends on what operating system is on your computer. USB will only work on the following Windows systems: 98, 2000, ME, XP. You cannot connect a USB device to a computer running the Windows 95 or NT operating system. And please note that if you purchase an older model scanner that it must come with compatible drivers for the computer you intend to attach it to. This can be a problem if the model is two years old and thus shipped only with drivers for 98/ME and the company didn't update the drivers for their older scanners. On the Mac side, if you have a model that is 3 years old or less, you probably can use USB and possibly can use a faster Firewire type of scanner. Firewire is much faster, but a Firewire scanner will cost quite a bit more.
- **Brand** – Your IT department may have strong preferences for certain scanners, depending on their experience. I prefer to install name brand devices, especially HP for scanners and printers. HP is known for good driver compatibility with Windows and Mac operating systems. And HP usually doesn't "abandon" their old product lines; they continuously update drivers so that old but still usable equipment can be attached to computers with the latest operating systems.

### **Adobe Software**

- **Version** – Remember, you can't make PDF files with the free Adobe Acrobat Reader! But don't worry, you don't have to buy the more expensive version in the Adobe product line. Do not buy Capture

(\$650) and Distiller Server (\$4 to \$5k) as these are much more than you need. You want the latest version of the standalone software: Adobe Acrobat 5.0 (\$250).

- Cost - There are educational discounts for all Adobe software, including Acrobat. Currently, the educational price can be as little as \$58. If you are allied with a university and your IT department is unaware of the educational prices, check out some of the educational web sites. You can find a list of them at: <http://dmoz.org/Computers/Software/Retailers/Discount/>
- Mac – I have read that the latest version of the Mac operating system, Mac OS X, has 2-D imaging software called “Quartz” built into the operating system. Quartz is based on Adobe’s standard for PDF so X-native programs can print to PDF without the additional purchase and installation of Acrobat. I don’t believe there is an X-native imaging program out yet, including Photoshop. For the time being, you still have to purchase Adobe Acrobat to turn scanned paper into PDF files on the Mac.

Your IT department should handle the installation process for you. In particular, the Adobe Acrobat software should be installed by someone logged in to the computer with “local admin” rights. In most organizations, this usually means that a normal user can’t successfully do the installation. Also, I would recommend doing the installation in this order: any applications first (Word, Excel, etc), then Adobe Acrobat, then lastly the scanner.

Why install in this order? When you install Acrobat, it will automatically add the components Distiller and PDFwriter to the system so that all authoring applications (Word, Excel, etc) will thereafter have these two new “printers” available via the PRINT command. Then, when you install your new scanner with the software and drivers that come included with it, the install process will detect all the “scanner capable” programs that are already on your computer and add the components that allow these programs to operate with the scanner.

Now that you have your scanner and software ready, what do you do to get from paper to PDF?

## Scanning

Here are the steps that I would use to scan a 2-page article that consists mainly of text but has some small photographs (face shots) mixed with the text.

1. Put page one of the article face down on the scanner bed aligned against the upper left or right corner (look for a graphic icon at the glass top of the scanner that indicates how to align the document on the glass).
2. Launch the Adobe Acrobat 5.0 program.
3. On the menu bar, go to File > Import > Scan.
4. This will launch the “Acrobat Scan Plug-In” dialog box.
5. In the dialog, under “Devices” choose your scanner (what you’ll see is the name of the scanner software, “HP PrecisionScan,” not the actual name of your scanner, “HP 4300cse”)
6. In the dialog, under “Format” choose single-sided or double-sided, depending on whether the original is single-sided or double-sided.
7. In the dialog, under “Destination” choose “Open New PDF Document.”
8. At the bottom of the dialog box, click on the “Scan” button.  
This will open up the scanner software for your particular scanner. When you installed your scanner software and drivers, you installed a proprietary program that was designed by the manufacturer specifically for your scanner. These programs vary, but they usually have scanner settings for you to configure on the left side of the window and a graphical representation of the scanned image on the right side.

The following steps are for the HP PrecisionScan software. Your software may vary.

9. In the section, “Where do you want the scan to go?” set it to “Adobe Acrobat Scan.”
10. In the “Output Type” or “Type of Image” section, you will see various choices. In order of increasing resolution and file size, they are:
  - Black and white drawing – smallest file size, good for all text and line-art
  - Black and white photograph – good gray-scale images, large file size
  - Normal color photograph (256 colors) – good color photos, large file size
  - Best color photograph (16 million colors) – absolutely huge file sizes
 For the smallest file size, always choose B/W Drawing. However, if the article includes pictures that absolutely must be clear, you should choose B/W photograph.
11. In the “Output size” section, you will see various choices:
  - Use original size
  - Scale size by percentage
  - Specify custom
 For an article that has a uniform 8.5” x 11” size, just choose “Use original size.”
12. Most scanner software will allow you to play around with the settings on the left and view the resulting changes in the image quality on the right side of the window. Make sure the settings you have chosen will produce a readable text.
13. Click on “Scan” or something similar, “Send the scan now.”
14. Depending on the speed of the scanner, you may have to wait some time for the scan to take place.
15. A small “Acrobat Scan Plug-in” dialog box will pop up. If you have another page to scan (page 2 of the article) put it face down on the scanner bed and click on the “Next” button.
16. Your scanner’s proprietary software will again open, showing the scan of page 2.
17. Reapply the same settings you used in steps 9 through 12 and click on “Scan.”
18. The “Acrobat Scan Plug-in” dialog box will pop up again.
19. Since we don’t have a page 3 to scan, we will click on the “Done” button.

The software will now transfer the scans into Adobe Acrobat and the program will open with the image of your two pages in the right pane. You may need to crop white borders around the scan.

20. Go to Document > Crop Pages
21. Put a checkmark in “Remove white margins,” select page range of “All,” and click the “OK” button.
22. When asked, “Are you sure you want to crop all pages?” answer “Yes.” For most articles, this type of quick cropping should work fine.
23. To save the PDF, go to File > Save As. Make sure you give the PDF a descriptive name and save it somewhere on your hard drive where you can find it again.

My test scan of a two-page article that is mainly text but includes a photograph produces a file that is only 301 kb in size if scanned as B/W Drawing. All the text is readable but the photograph of the man’s face is very dark and unrecognizable. When scanned as B/W Photograph the size increases to 5,500 KB (5 Mb) but I can read the text and also recognize the face of the man featured in the article.

It’s relatively easy to scan paper into PDF format, but the eternal question is one of balancing image quality against file size. How do others create those small, beautiful PDF files you see on the web? Most of these PDFs were not created with a scanner; they were “born digital” and made with Word, Pagemaker, or another publishing application.

If you are willing to look into another trick, download the free Adobe Paper Capture plug-in for Acrobat Windows. Be sure to download the instructions as well. This plug-in is essentially an OCR (Optical Character Recognition) plug-in that will capture the text of an article as actual text, not image, and create an editable PDF. An OCR program can decrease the file size by capturing scan into a document with the article's text as text and the graphical elements as the larger image format. The Adobe Paper Capture plug-in can theoretically do this, but I'm afraid that it's an "OCR lite" program and only works with ideal original documents with very clean standard typeface.

You might want to investigate purchasing and using a real OCR package such as OmniPage Pro. And if you have Photoshop, you may want to scan your paper into a real image format, such as TIFF. These are very large image files, but you can then embed the TIFF images into the pages of a Postscript document and use the Acrobat Distiller (one of the components of Adobe Acrobat) to convert the Postscript file to PDF. Because you can control compression settings with Distiller, you can learn to create smaller PDF file sizes, albeit with extra work.

Lastly, try scanning some of your typical articles to see what image quality and file size you can obtain. You may find that most of your ILL articles are in fact text and line-art and look fine scanned as a black and white drawing. If one page of the article has a graphic on it and scans badly, you can scan just the one page as black and white photograph. The total file size for the PDF jumps up a bit, but at least the quality of all the pages is acceptable. With experience, you may be able to deliver very good PDF files to some of your more demanding clients.

*[Editor's Note: More information about document delivery is available on the NN/LM page Electronic Document Delivery, <http://nnlm.gov/libinfo/docline/edd.html>. This is linked from the PSRML page: Services for Network Libraries -> Document Delivery -> Electronic Document Delivery.]*

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## **How to Create a Customized Union List Using SERHOLD Report Data**

**By Andrea Lynch  
Network Assistant  
Pacific Southwest Regional Medical Library**

Have you ever wondered what you could do with the delimited SERHOLD reports you see in DOCLINE? SERHOLD reports in delimited format can be imported into Access, Excel, or a similar program. Then you can rearrange the data and manipulate it in other ways. For example, you can customize DOCLINE's Union List Report and reformat it to meet your specific needs.

Follow the instructions below in order to reformat SERHOLD report data. For these instructions, we used the following applications and versions: Netscape® Communicator version 4.79, Microsoft® Internet Explorer version 5.50, Microsoft Notepad version 5.0, and Microsoft Access 2002 (Office XP). You may need to adapt these instructions if you are using different software. Please refer to the DOCLINE FAQ -- Availability of Union List Products web page ([http://www.nlm.nih.gov/services/doc\\_union\\_list.html](http://www.nlm.nih.gov/services/doc_union_list.html)) to see when Union List products are updated.



## Copying SERHOLD report data

1. Open Netscape Communicator or Internet Explorer
2. Go to the DOCLINE website <http://docline.gov> and login using your **UserID** and **Password**
3. Select **SERHOLD** from the main menu
4. Select **Reports** from the submenu
5. On the left-hand panel, select **Union Lists** under **Union List Products**. (If you want to use your own library's holdings, submit a **Holdings by library** report with **Delimited format** designated as the format. Next, substitute that report for the Union List report in the following steps.)
6. To get the report data:

### *Using Netscape Communicator*

- Click on the "**Delimited Format Holdings for...**" link.
- Then click inside the frame which contains the report and wait until the report is completely downloaded. At the bottom panel of the web browser screen, it will say "Document: Done" when the file is completely downloaded.
- On Netscape's main menu, click on **Edit** and then **Select All**.
- Now either press **Ctrl+C** buttons down or go to **Edit** on the web browser main menu and select **Copy**. Your data is now added to your computer's clipboard.

### *Using Internet Explorer*

- Right click on the "**Delimited Format Holdings for...**" link and select **Save Target As....** Keep the default file name or designate your own and then save it. (Note: Remember to write down or make a mental note of where you saved the file.)

## Copy/Save the SERHOLD report data as a text file

**If you used Netscape**, the data on the clipboard must be saved as a text file. Open a plain text application window, such as Notepad or WordPad, create a new document, select **Edit**, and then **Paste**. Next save the document as a text file, i.e., with a .txt extension.

**If you used Internet Explorer**, the file is saved as an .rptl file. If you can't find it, use Windows Explorer. You will need to open the report and save it as a text file. To do this, first open a plain text application window, such as Notepad or WordPad, and then open the SERHOLD report file you saved in DOCLINE. Then save the document as a text file.

## Import the file into Microsoft Access

Open Microsoft Access and create a new database by selecting **File, New, Blank Database** from the various menus and sub-menus. Once you have named and created this new database, you will need to import the text file of the SERHOLD report. Please follow these steps in order to complete this task:

1. Select **File** from the main menu of Access
2. Select **Get External Data** and then **Import...** from the submenu
3. Identify the file, select it, and click on the **Import** button. If you are unable to locate the file, you may have to change the **Files of type** to **Text Files** or search for the text file using Windows Explorer.
4. The **Import Text Wizard** will open

5. Select the radio button next to **Delimited - Characters such as comma or tab separate each field** (set as the default), then click on the **Next** button
6. At the next window, choose the **comma** delimiter as the field that separates the data. Click the checkbox next to **First Row Contains Field Names** and select the **quotation mark (")** option for the **Text Qualifier** pull-down menu, click the **Next** button. If an information box pops-up, which states "**The first row contains some data that can't be used for valid Access field names...**", click on the **OK** button.
7. The next window will ask if you would like the data in a new table (this is the default selection) or if it should be added to an existing table. Choose the most appropriate selection (which will be to add the data in a new table), and then click on the **Next** button.
8. Once at the next window and if you would like to keep all the fields in the report, click on the **Next** button and move to **Step 9**. If you do not want to keep all of the fields of the SERHOLD report, this screen will be useful to you. Here is the list of fields that are included in the union list delimited holdings report:

1. Library Name	11. Frequency
2. City	12. Continuation Notes
3. State/Province	13. Holdings
4. LIBID	14. Retention Policy
5. NLM Unique ID	15. Acquisition Status
6. ISSN	16. Physical Format
7. Title	17. Completeness
8. Publisher	18. Commitment Level
9. Place of Publication	19. Date Added/Modified
10. Publication Dates	20. Encoding Level

9. For the union list report field definitions, please visit the following location:  
[http://www.nlm.nih.gov/docline/docline\\_manual/serhold/](http://www.nlm.nih.gov/docline/docline_manual/serhold/).

If you do not want to import all of the fields of the report, locate the unwanted field by scrolling to the right, click on the field name at the top of the column and select the checkbox for **Do not import field (Skip)**. Repeat this for each field you do not want to import.

10. The next screen of the **Import Text Wizard** is for selecting the primary key for the table. There are three selections: **Let Access add primary key**, **Choose my own primary key**, and **No primary key**. The default is set to the first choice, **Let Access add primary key**. This will add an additional field to the table that will be defined as the primary key for the table. This selection is recommended as you want to have a unique identifier field in your table.
11. The final screen of the **Import Text Wizard** requests the indication of the table name. Once you decide on a name for the table, click on the **Finish** button; you are done with importing the report data into Access. A message box will pop-up indicating that the file was successfully imported into the database.



Now that the data is in a table, you can create a query and/or a report and print out the newly formatted report with the fields that you like.

Please feel free to contact PSRML with any questions you may have at (800) 338-7657 or via email at [psr-nnlm@library.ucla.edu](mailto:psr-nnlm@library.ucla.edu).

*[Editor's Note: For more information about SERHOLD reports, go to the DOCLINE Online Manual, [http://www.nlm.nih.gov/docline/docline\\_manual/serhold/report\\_overview.html](http://www.nlm.nih.gov/docline/docline_manual/serhold/report_overview.html).]*

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## **National Library Week Promotional Items Success: Job Well Done!**

**By Karen Ricard**  
**Administrative Assistant**  
**Pacific Southwest Regional Medical Library**

Kudos to all our Network Members who enthusiastically responded to our call for visiting their community public libraries during National Library Week, April 14-20, 2002! Over the course of one month, a record 53 Network members requested NLM health information materials to distribute to diverse groups of community partners. Requests came from throughout the Pacific Southwest Region. One Network member located in Korea, the Medical Library of the 121st General Hospital, US Army, shared these special comments about his goals for the week:

"We intend that the items be offered for the library users to promote health information access. And this special program on National Library Week will be carried out to provide high quality information services to providers in this Army command base."

In addition to reaching out to their community libraries, Members also held Library open houses at their respective medical centers, hosted health fairs, and celebrated National Doctor's Day (March 30) and Special Librarians Day (April 18, 2002). Our Network members truly are partners with PSRML in our joint commitment to improving health information access!

In total, PSRML distributed over 10,000 items, including NIH Health Hotlines booklets, MEDLINEplus bookmarks, NLM and MEDLINEplus pens, HealthInfoQuest postcards, MEDLINEplus posters, and MEDLINEplus screen swipes. All requests for health information materials were filled, free of charge, from orders submitted to our PSRML promotional items website: [http://nnlm.gov/psr/promo\\_items.html](http://nnlm.gov/psr/promo_items.html)

Congratulations to all of our Network Members on your dedication in introducing these resources to health professionals and to the members of the public that we serve!

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## **The Electronic Funds Transfer System**

EFTS, the Electronic Funds Transfer System, is a transaction based electronic billing system for interlibrary loan and document delivery charges. EFTS has been developed and maintained by the Lyman Maynard Stowe Library at the University of Connecticut Health Center and was first used in 1996 by DOCLINE libraries in

New England. In 1998, additional libraries from New York, Pennsylvania, New Jersey, and Delaware joined in. Recent additions include libraries from Arkansas, Colorado, Illinois, Kansas, Louisiana, Missouri, New Mexico, Oklahoma, Tennessee, Texas, Utah, and Wyoming. As of April 26, there are 642 libraries participating in EFTS, which is identified in DOCLINE as a Library Group. More information about EFTS is located on the EFTS web site at <http://efts.uchc.edu/efts>.

EFTS is intended to eliminate the need to create invoices and cut checks for reimbursement for loans between participants. In order to participate, a library deposits funds to EFTS to cover the cost of its transactions for 90 days. Each month, lenders submit data on their loans — those for which they charge — electronically to EFTS. Borrowers' accounts are debited. Lenders' accounts are credited; lenders are charged a 3% billing fee as well. Each quarter, net lenders receive reimbursement checks.

NLM has received a proposal from the University of Connecticut to expand the system nationwide. It will be voluntary for any library in the NN/LM that wishes to participate. NLM will provide funding to support nationwide development of EFTS; if successful, the system should be self-supporting in three years.

PSRML will work with Resource Libraries and MLA chapters in the Pacific Southwest Region to explore how EFTS might be implemented for our region. EFTS was previously examined in our region in 1999. At that time, Resource Library Directors decided not to implement EFTS due to several factors (see *Latitudes* report, <http://nnlm.gov/psr/lat/v8n6/efts.html>). Now that NLM is interested in expanding the system nationwide, we are eager to consider EFTS again.

EFTS is a service we will be hearing more about in the future. PSRML is compiling "questions and answers" about EFTS for distribution to regional NN/LM members. Please send any questions you have about EFTS to Julie Kwan at [jkkwan@library.ucla.edu](mailto:jkkwan@library.ucla.edu) or 310-825-5342 or toll-free in our region at 800-337-7657.

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## Healthy People 2010

Healthy People 2010 is a comprehensive set of measurable health objectives for the nation to achieve during the first decade of the new century. It was produced by the Office of Disease Prevention and Health Promotion of the U.S. Public Health Service. Healthy People 2010 consists of twenty-eight focus area chapters, which include concise goal statements, and identify a wide range of public health priorities. Healthy People 2010 builds on the 1979 Surgeon General's Report, *Healthy People*, and *Healthy People 2000: National Health Promotion and Disease Prevention*, both of which established national health objectives. Healthy People 2010 is designed to achieve two overarching goals: to help individuals of all ages increase life expectancy and improve their quality of life, and to eliminate health disparities among different segments of the population. States, communities, and other associations can use the objectives in Healthy People 2010 to develop programs that improve health and encourage healthier lifestyles.

Focus areas in Healthy People 2010 include such topics as cancer, diabetes, and HIV. Sample goal statements include the following: (1) Reduce hospital emergency department visits for asthma, and (2) Increase the proportion of persons with health insurance. Healthy People 2010 objectives have been specified by Congress as the measure for assessing the progress of the Indian Health Care Improvement Act, the Maternal and Child Health Block Grant, and the Preventive Health and Health Services Block Grant. Some of the objectives have also been used in assessing the performance of managed care organizations in such areas as immunization and mammography screening. For more information, go to the Healthy People 2010 web site at <http://www.health.gov/healthypeople/>.

The *Partners in Information Access for Public Health Professionals* page (<http://nnlm.gov/partners/>) includes links to Healthy People 2010 as well as other resources as a collaborative project to provide public health professionals with timely, convenient access to information resources to help them improve the health of the American public. This includes the new *HP2010 Information Access Project* that provides automatic links to information on Healthy People 2010 objectives. This site lets you launch a pre-formatted search in PubMed for published literature related to achieving objectives in six Healthy People 2010 chapters or "focus areas". - [AC](#)

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## Welcome, Alan!

I am pleased to announce that Alan Carr has joined the PSRML staff as Health Information Services Coordinator.

Alan brings to the position extensive experience in health sciences information services, including reference, teaching, outreach, and web resources development. Alan holds an M.L.S. degree from UCLA and an M.P.H. from University of Texas School of Public Health, and was most recently a Reference Librarian at the UCLA Louise M. Darling Biomedical Library.

As PSRML Health Information Services Coordinator, Alan will be responsible for outreach to health professionals and regional agencies, with the goal of improving health information access for unaffiliated health professionals, the public health workforce, and health professionals and organizations that work with underserved populations.

Alan can be reached by email at [acarr@library.ucla.edu](mailto:acarr@library.ucla.edu) and by phone at (310) 825-7263 or toll free at (800) 338-7657 within the Pacific Southwest Region.

Please join me in welcoming Alan to PSRML! - [EG](#)

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## PSRML's Regional Advisory Committee

The role of the Regional Advisory Committee (RAC) is:

- To advise PSRML on implementing programs to improve health professionals' and consumers' access to biomedical information, within the framework of the PSRML contract with the National Library of Medicine;
- To review and evaluate PSRML programs and services; and
- To encourage health professionals, health science libraries, community organizations, and others to participate in regional and national programs affecting the delivery of health information.

The RAC met on the UCLA campus on April 23, 2002 to provide input on outreach and network planning. One of the major agenda items was evaluation of PSRML programs.

The following day, April 24, 2002, Cathy Borroughs from the NN/LM's Outreach Evaluation Resource Center gave a workshop called *Making A Difference: Strategies for Improving & Evaluating Library Outreach*

*Programs.* The workshop was attended by RAC members and other NN/LM members, all of whom will be involved with evaluating PSRML or regional outreach programs.

The RAC is made up of health professionals; health sciences librarians from hospital libraries and other large and small medical libraries within the region; representatives of state library agencies and public and school libraries; representatives of health information consumer groups, and representatives of partner organizations. The RAC membership includes three directors from regional Resource Libraries, and a representative from each of the region's Medical Library Association chapters.

Members of PSRML's Regional Advisory Committee are:

John Breinich  
Director, Hawaii Medical Library

Gwendolyn Doebbert  
Assistant Chief for Health Information Policy, Center for Health Statistics, California Department of Health Services

Teryl Eisinger  
Assistant Director, Outreach Center, University of Nevada School of Medicine

Laura Gerwitz  
Medical Librarian, St. Francis Medical Center Honolulu

Mary Lou Goldstein  
Manager, Library Services, Scottsdale Healthcare

Janie Grossman  
Manager, Cancer Library and Health Resource Center, Santa Rosa Memorial Hospital

Craig Haynes  
Head, Medical Center Library, UCSD Medical Center

Florence Jakus  
Health Sciences Librarian, West Charleston Library, Las Vegas Clark County Library District

Sara Jones  
Administrator, Nevada State Library and Archives

John Kallenberg  
County Librarian, Fresno County Library

Virginia Lowell  
Hawaii State Librarian, Hawaii State Public Library System

Jeanette McCray  
Deputy Director, Arizona Health Sciences Library, University of Arizona

Matthew E. Mooney  
Distance Education Specialist, University of Arizona, Arizona Area Health Education Center

Diana Paque  
Director, Library of California, California State Library

Lisa V. Smith  
President's Postdoctoral Fellow, Department of Epidemiology, UCLA;  
Research Analyst, S.T.D. Program, Department of Health Services, LA County

Russ Toth  
Program Director, California AIDS Clearinghouse

Mary E. White  
Senior Learning Consultant, Permanente Clinical Systems Division

Gail Yokote  
Assistant University Librarian for Sciences & Systems, Shields Library, University of California at Davis

Joan Zenan  
Library Director, Savitt Medical Library, University of Nevada School of Medicine

- [EG](#)

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## **NLM's Internet Access to Digital Libraries (IADL) Grant to Replace the Internet Connection and Information Access Grants**

October 1, 2002, will be the last time NLM accepts applications for its Internet Connection and Information Access grants. They will be replaced by the new Internet Access to Digital Libraries (IADL) Grants, which is entering its first round of applications. The deadline for a Letter of Intent was April 26, 2002; the deadline for the receipt of the first applications is May 24, 2002. The anticipated award date is September 30, 2002.

NLM recognizes that many health-related organizations, particularly smaller ones and those in rural and/or urban health-underserved areas, lack resources to take full advantage of the Internet's ability to facilitate informed decision making by health professionals and consumers. IADL grants will enable organizations to offer access to health-related information provided by NLM and others, of transferring files and images, and of interacting by email and videoconferencing with colleagues throughout the world.

Applications which address one or more of NLM's objectives as articulated in the *2000-2005 Long Range Plan* are particularly welcome. The complete text of the Long Range Plan is available at <http://www.nlm.nih.gov/pubs/plan/lrp00/lrp00.html>. In addition, these grants may be related to one or more of the priority areas of Healthy People 2010 (see [related article](#) about Healthy People 2010 in this issue).

Further information about the NLM Internet Access to Digital Libraries Grants is available at <http://www.nlm.nih.gov/ep/iadl-rfa.html>. A new series of Questions and Answers about the IADL grants is available at <http://www.nlm.nih.gov/ep/iadl-qa.html>. - [JKK](#)

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## 2002 MLA Meeting Reminder and NLM Invitation

The Annual Meeting of the Medical Library Association (MLA) will be held May 17-23, 2002 in Dallas. Attendees are invited to visit the NLM exhibit booth (May 18-21) to meet NLM staff and see NLM's web products. The NLM Theater at the booth will feature demonstrations and tutorials on a wide variety of topics, including: PubMed, *ClinicalTrials.gov*, the NLM Gateway, MEDLINEplus, Profiles in Science, LOCATORplus, Unified Medical Language System, TOXNET, Health Services Research and more.

While at the meeting in Dallas, consider taking an MLA continuing education class taught by NLM and RML staff. For example:

Friday, May 17, 1:00 p.m. - 5:00 p.m.

*Write for Success: National Library of Medicine (NLM) and National Network of Libraries of Medicine (NN/LM) Funding*

Saturday, May 18, 8:00 a.m. - 5:00 p.m.

*Measuring the Difference: Strategies for Improving and Evaluating Health Information Outreach Programs*

Saturday, May 18, 10:00 a.m. - 5:00 p.m.

*What is this Thing Called the Unified Medical Language System (UMLS) and Why Do I Care?*

Wednesday, May 22, 1:00 p.m. - 5:00 p.m.

*Making PubMed Work for You*

Further course and symposia details are available at <http://www.mlanet.org/am/am2002/cc/index.html>, or contact MLA at (312) 419-9094.

Also, please plan to attend:

*NLM Update* on Tuesday, May 21, 2002, 9:00 a.m. - 10:30 a.m. in the Lone Star Ballroom B/C.

*NLM Online Users' Meeting "Sunrise Seminar"* on Monday, May 20, 7:00 a.m. - 8:15 a.m. in the San Antonio Ballroom A/B.  
A brief DOCLINE® update will be included.

Please join us at these events! Additional information or changes to this information will be announced in the Technical Notes section of the *NLM Technical Bulletin*. - [JKK](#)

*[Editor's Note: Reprinted from the March - April 2002 issue of the NLM Technical Bulletin.]*



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## Highlights from the March - April 2002 issue of the *NLM Technical Bulletin*

### PubMed

- A text version of PubMed is now available; it was developed for people who need adaptive equipment to use the Web. Search capabilities are similar to most of those available in the full-featured version of PubMed. The PubMed Text Version was tested on screen reading software including JAWS® for Windows® and outSPOKEN® for Macintosh®. Look for the icon on the sidebar!
- Beginning with 2002, PubMed has a new Publication Type - "Patient Education Handout". Indexers add this Pub Type for articles with a patient focus that are designed to explain a procedure or condition or comment on other articles, such as *JAMA's* Patient Pages and *American Family Physician's* Information From Your Family Doctor. The article explains how to search for these materials prior to 2002.
- A new PubMed Tutorial was released in April and includes Systematic Reviews.

### Unified Medical Language System (UMLS)

The latest release of the Unified Medical Language System (UMLS) Knowledge Sources (2002AA) and the new UMLS Knowledge Source server are available at <http://www.nlm.nih.gov/research/umls/umlsmain.html>. System developers can use UMLS products to enhance their applications -- in systems focused on patient data, digital libraries, Web and bibliographic retrieval, natural language processing, and decision support. Researchers will find the UMLS products useful in investigating knowledge representation and retrieval questions.

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[CCRIS®, ChemIDplus, DIRLINE®, Gene-TOX, HSDB®, and TOXLINE® Special Now Distributed to Licensees in XML Format](#)

[Unified Medical Language \(UMLS\) Knowledge Sources \(2002AA\) and the New UMLS Knowledge Source Server Available](#)

[MLA Meeting Reminder and NLM Invitation](#)

[NLM Announces a New Version of the PubMed Tutorial](#)

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## Upcoming Events-2002\*

May 2002	
1 – 2	<a href="#">Consumer Health Information for California A Workshop to Enhance Your Health Information Skills</a> , Module I: Health Reference; Module II: Print Based Consumer Health; Module III: Internet Based Consumer Health Resources; Shasta County Library--Redding, CA
6-8	<a href="#">American College of Obstetricians and Gynecologists</a> , Los Angeles, CA ( <i>PSRML exhibit</i> )
17-23	<a href="#">MLA '02: "Big D", MLA Annual Meeting</a> , Dallas, TX
20-21	<a href="#">American Medical Informatics Association (AMIA), AMIA 2002 Spring Congress</a> , Scottsdale, AZ
26-June 2	<a href="#">Medical Informatics Course at Woods Hole Marine Biological Laboratory</a>
June 2002	
1	Deadline for NLM Resource Grants, for more information visit <a href="http://www.nlm.nih.gov/ep/extramural.html">http://www.nlm.nih.gov/ep/extramural.html</a>
8 - 13	<a href="#">Special Libraries Association, Putting Knowledge to Work, 2002 Annual Conference</a> , Los Angeles, CA
18-23	<a href="#">American Academy of Nurse Practitioners</a> , Reno, NV ( <i>PSRML exhibit</i> )
24	<a href="#">Keeping Up</a> (1-day), National Training Center and Clearinghouse (NTCC), Los Angeles, CA
25	<a href="#">Consumer Health Information for California A Workshop to Enhance Your Health Information Skills</a> , Module I: Health Reference; Module II: Print Based Consumer Health; Humboldt County Library--Eureka, CA
25	<a href="#">Keeping Up</a> (1-day), NTCC, Los Angeles, CA
25	Deadline for PSRML <i>Express Outreach Awards-Second Round</i>
26 - 27	<a href="#">Consumer Health Information for California A Workshop to Enhance Your Health Information Skills</a> , Module I: Health Reference; Module II: Print Based Consumer Health; Module III: Internet Based Consumer Health Resources; Humboldt County Library--Eureka,

	CA
<b>July 2002</b>	
15	Francis S. Collins, MD, PhD, Director of the National Institutes of Health's National Human Genome Research Institute (NHGRI) (see <a href="http://www.nhgri.nih.gov/">http://www.nhgri.nih.gov/</a> ) will give the NLM/MLA 2002 Leiter Lecture
27-30	<a href="#">National Urban League</a> , Los Angeles, CA ( <i>PSRML exhibit</i> )
<b>September 2002</b>	
29-Oct. 6	<a href="#">Medical Informatics Course at Woods Hole Marine Biological Laboratory</a>
<b>October 2002</b>	
1	Deadline for NLM Resource Grants, for more information visit <a href="http://www.nlm.nih.gov/ep/extramural.html">http://www.nlm.nih.gov/ep/extramural.html</a>
3 - 5	<a href="#">Renewal: Reinventing the Roots of Tradition</a> , Nevada Library Association, Ely, NV
6 - 10	<a href="#">American College of Surgeons. Clinical Congress</a> , San Francisco, CA ( <i>PSRML Exhibit</i> )
7	<a href="#">TOXNET on the Web (1-day)</a> , NTCC, Tucson, AZ
8	<a href="#">Keeping Up (1-day)</a> , NTCC, Tucson, AZ
9-10	<a href="#">Introduction to Web-Based Searching: Using PubMed, the NLM Gateway and ClinicalTrials.gov (2-days)</a> , NTCC, Tucson, AZ
14	<a href="#">Keeping Up (1-day)</a> , NTCC, Davis, CA
15	<a href="#">Keeping Up (1-day)</a> , NTCC, Davis, CA
16 - 20	<a href="#">American Academy of Family Physicians, Scientific Assembly</a> , San Diego, CA ( <i>PSRML Exhibit</i> )
<b>November 2002</b>	
3-7	<a href="#">Navigating in Turbulent Waters, Internet Librarian 2002</a> , Palm Springs, CA
9-13	<a href="#">AMIA 2002</a> , <i>Biomedical Informatics: One Discipline</i> , San Antonio, TX
10 - 15	<a href="#">National Congress of American Indians, NCAI 59th Annual Session</a> , Town & Country Resort, San Diego, CA ( <i>PSRML Exhibit</i> )
15 - 18	<a href="#">California Library Association</a> , <i>Building Our Strengths</i> , Sacramento, CA
18-22	<a href="#">PIALA 2002 Conference</a> , Chuuk State, the Federated States of Micronesia
<b>December 2002</b>	
2	<a href="#">Keeping Up (1-day)</a> , NTCC, Los Angeles, CA
3	<a href="#">TOXNET on the Web (1-day)</a> , NTCC, Los Angeles, CA
4 - 6	<a href="#">Arizona Library Association</a> , <i>Culture, Connections and Community</i> , Phoenix Civic Plaza South, Phoenix, AZ

**\*Please visit the [PSRML Library Professional Development Award](#) web page to apply for an award to attend educational events. PSRML will make available awards up to \$1,000 to individuals in Primary Access Libraries in Region 7. Applications may be made at any time.**

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## Publication Information

Please send items and contributed articles for *Latitudes* to Julie Kwan, Editor, at [jkkwan@library.ucla.edu](mailto:jkkwan@library.ucla.edu).

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Network members may subscribe to the Regional email discussion list by clicking [here](#). If you do not want to subscribe to the Regional email discussion list, but would like to receive *Latitudes* click [here](#).

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